

## Consumer Rating System Factors from HB 2319

	<b>Required in ACA?</b>	<b>Doable in 2014?</b>	<b>Recommended Solution</b>	<b>Potential Data Source</b>
1. Affordability – premiums, deductibles, cost-sharing	Yes	Yes	Information display issue. Already required to show premiums, deductibles and cost-sharing. Will be able to search based on affordability of premiums. Required to have calculator to show affordability estimates for total cost for diabetics and pregnant women.	Information being received by plans as part of QHP certification process.
2. Enrollee satisfaction	Yes	No	Combination of Exchange enrollee survey and CAHPS data. Enrollee survey gathers information on Exchange and QHP performance. CAHPS data may be delayed in being used until more current QHP data is available through CAHPS.	Exchange enrollee satisfaction survey and CAHPS data through eValue8.
3. Provider reimbursement to incentivize health homes/chronic care management/care coordination for high-cost individuals	Yes	Yes	2014-2015: Ask carriers to submit information through the QHP certification process to address the issue. This would be a temporary solution for first two years. 2016: Use eValue8 survey to assess if/how well carriers are addressing the issue.	2014-2015: Information directly from carriers. 2016: eValue8 survey data.
4. Promotion of primary care/prevention	Yes	Yes	Same strategy would be used as for #3 above but for primary care/prevention data.	2014-2015: Information directly from carriers. 2016: eValue8 survey data.
5. Network adequacy – consumer choice, service locations, provider participation for underserved populations	Yes	Yes	Minimum standards for network adequacy will be checked by OIC as part of the regulatory/QHP certification process. Information may also be available on essential community providers from the carriers (through OIC). A provider directory is being developed to provide specific information on location and types of doctors available through the plans.	Network adequacy approval through OIC, potential information on essential community providers, Exchange provider directory.
6. Covered services, such as transportation offered and languages spoken	No	?	These services are not currently offered by health plans in the commercial market. It is unlikely that	List of covered benefits provided

			many plans will cover these services in the Exchange. These could be listed in the covered benefits of each plan, if they are offered.	by each plan.
7. Spiritual services	No	?	Plans are able to cover spiritual care. This benefit could be listed in the covered benefits of each plan, if they are offered.	List of covered benefits provided by each plan.